



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**NTS Services Corp.**  
**for quarter ending September 30, 2008**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	13.00	13.00	15.00	13.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	14.00	15.00	14.00	14.33
E. Percent of Service Installations [730.540(a)]	98.44%	99.42%	99.25%	99.03%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.44%	99.63%	99.60%	99.55%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	5.00	4.00	3.00	4.00
H. Percent Repeat Trouble Reports [730.545(c)]	2.12%	2.11%	5.36%	3.19%
I. Percent of Installation Trouble Reports [730.545(f)]	2.20%	1.83%	1.42%	1.81%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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